

BEFORE THE
POSTAL REGULATORY COMMISSION
WASHINGTON, D.C. 20268

POST OFFICE STRUCTURE PLAN

Docket No. N2012-2

**UNITED STATES POSTAL SERVICE
RESPONSE TO DAVID B. POPKIN FOLLOW-UP INTERROGATORY
(DBP/USPS-31)
(July 6, 2012)**

The United States Postal Service provides an institutional response to the above-identified interrogatory of David B. Popkin, dated June 29, 2012. The interrogatory is stated verbatim and followed by the response.

Respectfully submitted,

UNITED STATES POSTAL SERVICE
By its attorneys:

Anthony F. Alverno
Chief Counsel
Global Business & Service Development

Caroline R. Brownlie
Adriene M. Davis

475 L'Enfant Plaza, S.W.
Washington, D.C. 20260
(202) 268-6525; Fax -5402

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DBP/USPS-31.

Please refer to your response to POIR Number 3 – Question 6. With respect to the use of parcel lockers,

- [a] Confirm or explain that they may not be used for accountable mail.
- [b] Advise the sizes of the various parcel lockers that are in use.
- [c] Confirm or explain that parcel lockers while larger than a post office box, they will not hold all sizes of mail.
- [d] Confirm or explain that parcel lockers are in the same area as the normal post office boxes and therefore will not be accessible if the post office boxes are not accessible.
- [e] Please provide an estimate of the percentage of offices of EAS Level 16 and below that utilize parcel lockers.
- [f] Confirm or explain that an office will only have a finite number of parcel lockers and therefore there may be times when all lockers are in use.

With respect to forwarding the mail to a neighboring Post Office:

- [g] Will the Form 3849 advise the addressee that this option exists and the procedure for implementing it?
- [h] If not, why not?
- [i] If so, what is the procedure that is used?
- [j] How will the mail piece be annotated so that the receiving Post Office will be aware that it is mail to be picked up by a customer of another office?
- [k] Will the mail piece be forwarded to the neighboring Post Office separately and directly or will it be forwarded in the normal mail stream?
- [l] Will the mail be forwarded manually by the delivery office or will it be processed through the normal Change of Address process?
- [m] Will the mail be dispatched to the neighboring Post Office no later than the next business day after the request is made?
- [n] If not, why not?
- [o] Will all mail be forwarded as preferential mail [such as First-Class Mail] even if it is a deferred class of mail [such as Parcel Post]?
- [p] Will all mail be forwarded free of charge even if it is a class of mail that normally would be forwarded postage due?

With respect to requesting redelivery:

- [q] Will the Form 3849 advise the addressee that this option exists and the procedure for implementing it?
- [r] If not, why not?
- [s] If so, what is the procedure that is used?
- [t] Please confirm or explain that any redelivery will be made by the carrier on the next available delivery date.

RESPONSE

Please note as a general matter that this interrogatory requests information regarding policies and procedures currently in effect and that will not change as a result of

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POStPlan.

[a] Not confirmed. Most types of accountable mail may be left in a parcel locker. If a signature is required, mailers can opt to waive the signature requirement. However, parcel lockers may not be used for accountable mail if a mailer requires a return receipt.

[b] Parcel lockers are currently provided by a number of manufacturers with a variety of specifications.

[c] Confirmed, however, parcel lockers can accommodate the vast majority of packages.

[d] Not confirmed. Parcel lockers may be located outside of the Post Office. Please also see the Direct Testimony of Jeffrey C. Day on behalf of the United States Postal Service (USPS-T-1) at page 16.

[e] Currently, an estimated 40 percent of EAS Level 16 and below Post Offices have parcel lockers.

[f] Confirmed.

[g] PS Form 3849 will not change as a result of POStPlan. However, upon customer request, accommodations are, and will continue to be, made to pick up a package from a neighboring Post Office.

[h] Such changes may cause confusion for the customer.

[i-k] The Postal Service currently implements this procedure at Post Offices. If a customer requests that a package be forwarded to a neighboring Post Office, the package will be sent under cover, separated from regular mail and marked with the date of pick-up requested by the customer.

[l] The Postal Service does not classify this process as a "forward."

[m] Not necessarily.

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[n] The date of delivery will depend on the customer's preference and operational availability. The Postal Service works, and will continue to work, with customers to determine the best timeline for delivery. If a customer requests next day delivery, the Postal Service uses, and will continue to use, its best efforts to accommodate the customer's request.

[o] See the response to subparts [j-l].

[p] Yes.

[q] Yes, PS Form 3849 currently provides, and will continue to provide, customers with the option to have their package redelivered and the process is detailed on the reverse side of the form.

[r] Not applicable.

[s] See the response to subpart [q] above.

[t] If the customer requests delivery on the next delivery day, the Postal Service uses, and will continue to use, its best efforts to accommodate this request.